



Public Utility Commission of Texas

1701 N. Congress Avenue
P. O. Box 13326
Austin, Texas 78711-3326
512 / 936-7000 • (Fax) 936-7003
Web Site: www.puc.state.tx.us

Pat Wood, III
Chairman

Judy Walsh
Commissioner

Patricia A. Curran
Commissioner

December 16, 1998

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DEC 17 1998
FCC MAIL ROOM

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
1919 M Street NW Room 222
Washington, DC 20554

Dear Secretary:

Re: CC - Docket No. 98-184 - GTE Corporation and Bell Atlantic Corporation Seek FCC Consent for a Proposed Transfer of Control and Commission Seeks Comment on Proposed Protective Order Filed by GTE and Bell Atlantic

Enclosed is an original and twelve copies of the Comments of the Public Utility Commission of Texas in the above referenced proceeding.

Thank you for your assistance.

Sincerely,

Pam Whittington
Assistant Director
Office of Policy Development

Enclosure

cc: International Transcription Service
Policy & Planning - Common Carrier Bureau
International Bureau
Jeanine Poltronieri - Wireless Telecommunications Bureau
Commercial Wireless Division

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DEC 17 1998

**Before the
Federal Communications Commission
Washington, D.C. 20554**

FCC MAIL ROOM

**In the Matter of)
)
GTE Corporation and Bell Atlantic)
Corporation Seek FCC Consent for a)
Proposed Transfer of Control and)
Commission Seeks Comment on Proposed)
Protective Order Filed by GTE and Bell)
Atlantic)**

CC Docket No. 98-184

**SUPPLEMENTAL COMMENTS OF THE
PUBLIC UTILITY COMMISSION OF TEXAS**

**Pat Wood, III, Chairman
Judy Walsh, Commissioner**

December 14, 1998

**Before the
Federal Communications Commission
Washington, D.C. 20554**

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DEC 17 1998

FCC MAIL ROOM

In the Matter of)	
GTE Corporation and Bell Atlantic)	CC Docket No. 98-184
Corporation Seek FCC Consent for a)	
Proposed Transfer of Control and)	
Commission Seeks Comment on Proposed)	
Protective Order Filed by GTE and Bell)	
Atlantic)	

**SUPPLEMENTAL COMMENTS OF THE
PUBLIC UTILITY COMMISSION OF TEXAS**

In initial comments, the Public Utility Commission of Texas (PUCT) discussed GTE Southwest, Incorporated's (GTE-SW's) service quality record in Texas.¹ As a supplement to those Comments we provide Attachment A, a detailed analysis of GTE-SW's service quality performance from the first quarter in 1996 through the second quarter in 1998. The data in Attachment A was gathered through P.U.C. Subst. R. 23.61(e). Section 23.61(e) establishes service objectives for dominant certificated telecommunications utilities. A copy of Section 23.61 is provided in Attachment B. Section 23.61(e) also includes surveillance levels that indicate a need for the utility to investigate, take appropriate corrective action, and provide a report of such

¹ *GTE Corporation and Bell Atlantic Corporation Seek FCC Consent for a Proposed Transfer of Control and Commission Seeks Comment on Proposed Protective Order Filed by GTE and Bell Atlantic*, CC Docket No. 98-184, Comments of the Public Utility Commission of Texas at 4 (Nov. 23, 1998).

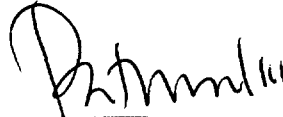
activities to the PUCT. Our analysis found that, although the company-wide average service quality indices (provided in tabular and line chart format in Attachment A) for GTE-SW appear to meet the minimal level, the surveillance reports (from which a few details are excerpted in Attachment A) indicate significant sub-standard performance in rural exchanges. In particular, GTE-SW's record is problematic regarding regular and primary service order installations and business office and repair service answer time measurements. GTE-SW has generally listed the allocation of resources, level of technology deployed, management decisions, inclement weather, and unanticipated growth as explanations for the trends found in several categories. Finally, it is worth noting that, because the data is self-reported and not yet audited, actual performance may have been worse and is unlikely to have been better than the attached results indicate.

Our findings underscore our belief that a commitment by GTE-SW to improve its service quality performance be a precondition to FCC approval of the merger. We also restate our request that the Commission incorporate a review of GTE's plans to sell unwanted exchanges prior to approval of this merger.

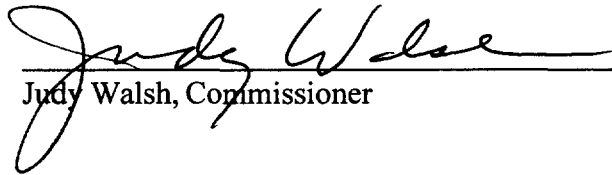
Respectfully submitted,

Public Utility Commission of Texas
1701 N. Congress Ave.
P.O. Box 13326
Austin, Texas 78711-3326

December 14th, 1998



Pat Wood, III, Chairman



Judy Walsh, Commissioner

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Attachment A

Analysis of GTE-SW Service Quality Performance 1st Quarter 1996 to 2nd Quarter 1998

PUCT Analysis of Service Quality GTE Southwest Incorporated

INTRODUCTION

All local exchange carriers (LECs) operating in Texas are required by P.U.C. Substantive Rule 23.61(e), service quality standards, to provide quarterly reports on certain key performance indicators as noted below. This is a self-reporting mechanism that is not audited by the PUCT at this time. The reports consist of company-wide average performance indicators. If the performance indicator in a given exchange is below the value established in the substantive rule for three consecutive months, the LEC files a surveillance report. The surveillance reports serve as an analytical tool to examine any substandard performance on a disaggregated basis. In addition this analysis includes an expanded review of the number of customer complaints received by the PUCT's Office of Customer Protection.

At present GTE-SW serves approximately 1.9 million access lines in 474 exchanges in Texas. Although 100% of the lines are served by digital switching facilities; only 81% of the end use customers have the capability for end to end digital (ISDN) connectivity. Customers have filed complaints with this commission concerning GTE-SW's refusal or delay in providing ISDN type of service in certain exchanges.

SUMMARY

This analysis evaluates GTE-SW's service quality performance for the period starting with the 1st quarter of 1996 ending with the 2nd quarter of 1998. Although the average service quality indices for the company appear to meet the minimum level; the surveillance reports indicate significant sub-standard performance in rural exchanges. It appears that GTE-SW had problems providing adequate service in rural exchanges as related to regular and primary service order installation within 5 days. GTE-SW has missed the business office and repair service answer time measurements for numerous days during the evaluation period. GTE-SW's explanations for all instances of poor performance on a company-wide basis and in specific exchanges vary between the allocation of resources, level of technology deployed, management decisions, inclement weather, and unanticipated growth. In general, the quality of service provided by GTE-SW has fluctuated for several categories of service quality standards. This report will be updated upon receipt of reports from GTE-SW.

ANALYSIS

This service quality performance evaluation starts with the 1st quarter of 1996 and ends with the 2nd quarter of 1998. The performance indicators are filed on a company-wide average basis. If the performance indicator in a given exchange is below the value established in the substantive rule for three consecutive months, the LEC files a surveillance report. The categories of analysis are listed below in Table 1.1.

Table 1.1

Performance Index Item Name		Surveillance Report Filed		
		1996	1997	1998
A)	Percentage of regular orders completed in five working days	X	X	
B)	Percentage of primary orders completed in five working days	X	X	X
C)	Percentage of installation commitments met	X	X	X
D)	Number of primary orders held over thirty days	X	X	X
E)	Number of regrade orders held over thirty days	there is no PUCT standard		
F)	Operator assistance answer time	X		
G)	Directory assistance answer time	X		
H)	Percentage of business office answer time within twenty seconds	X	X	
I)	Percentage of repair service answer time within twenty seconds	X	X	
J)	Number of trouble reports per 100 access lines			
K)	Percentage of out of service complaints cleared within eight working hours	X	X	

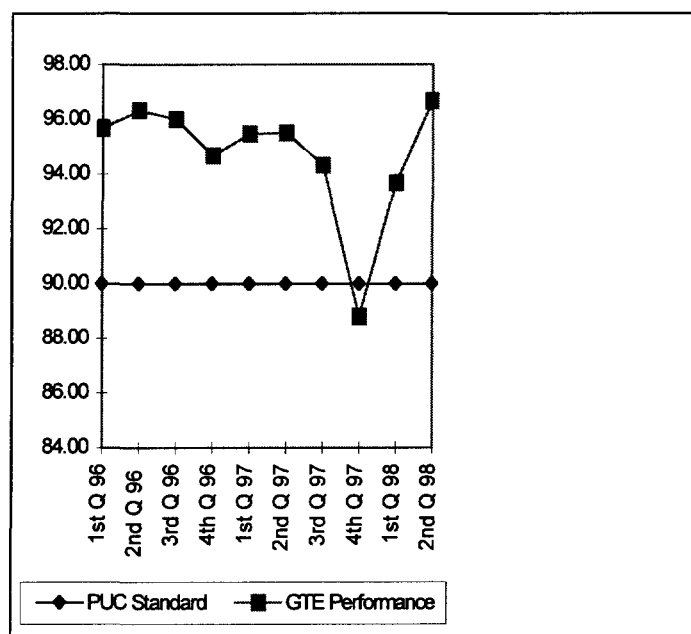
A. Percentage of Regular Orders Completed in Five Working Days

Company-Wide Average

P.U.C. Substantive Rule 23.61(e)(2)(B) requires that 90% of regular orders be completed within 5 working days. The number of regular orders includes orders for primary and other services, installations, moves, or changes, but not complex services. GTE-SW's average performance index for this category has exceeded the minimum requirements set by the rule for all periods starting from the 1st quarter of 1996 to the 3rd quarter of 1997 (Figure 1.1). However, the relative performance during the 4th quarter of 1997 did not meet the minimum level.

Figure 1.1
Percentage of Regular Orders Completed in Five Working Days

PUC Standard 90%	
	GTE Performance
1st Q 96	95.67
2nd Q 96	96.33
3rd Q 96	96.00
4th Q 96	94.67
1st Q 97	95.47
2nd Q 97	95.50
3rd Q 97	94.33
4th Q 97	88.79
1st Q 98	93.67
2nd Q 98	96.67



Surveillance Report

Although GTE-SW's company-wide performance appears to be in compliance with PUCT standards for most quarters, analysis of surveillance reports indicates substandard performance in certain exchanges. GTE-SW's performance was below standard for three or more consecutive months in the following eight exchanges: Ben Wheeler, Bertram, Blanket, Dale, Fort Hancock, Jackson, Water Valley, and Willow City. The performance level in those exchanges varied from 33% to 85%, which is below GTE-SW's company-wide average level.

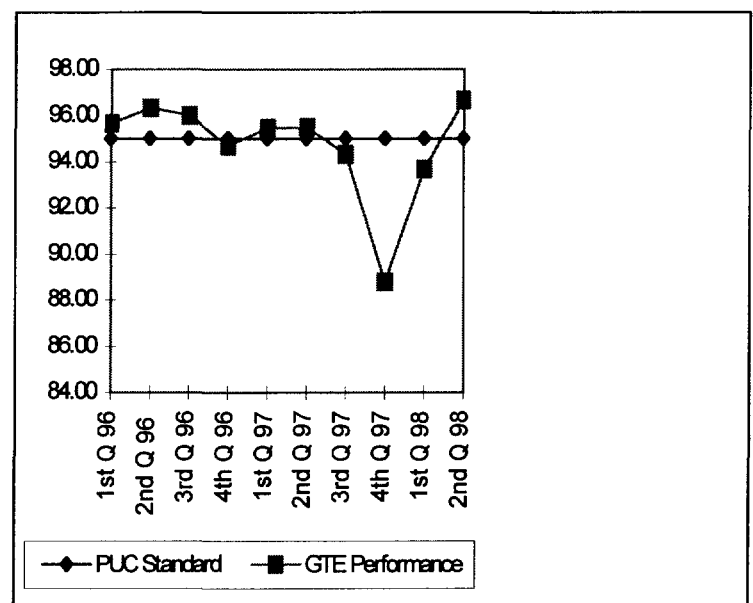
B. Percentage of Primary Orders Completed in Five Working Days

Company-Wide Average

P.U.C. Substantive Rule 23.61(e)(2)(A) states that 95% of the LEC's service orders for installing primary service shall be completed within five working days, excluding those days where a later date was specifically requested by the customer. Primary service includes the initial provision of voice grade access between the customer's premises and the switched telecommunications network. Primary service includes the initial connection to a new customer or the move of an existing customer to a new premise, but does not include complex services. Beginning with the 4th quarter of 1996 to 1st quarter of 1998, GTE-SW's performance in this category has fallen below the standard (Figure 1.2). GTE-SW's worst performance occurred during the 4th quarter of 1997.

Figure 1.2
Percentage of Primary Orders Completed in Five Working Days

PUC Standard 95%	
	GTE Performance
1st Q 96	95.67
2nd Q 96	96.33
3rd Q 96	96.00
4th Q 96	94.67
1st Q 97	95.47
2nd Q 97	95.50
3rd Q 97	94.33
4th Q 97	88.79
1st Q 98	93.67
2nd Q 98	96.67



Surveillance Report

Although GTE-SW's company-wide performance appears to be in compliance with PUCT standards for most quarters, analysis of surveillance reports indicates substandard performance in certain exchanges. GTE-SW's performance was below standard for three or more consecutive months in the following 86 exchanges: Avery, Avinger, Arcola, Ben Wheeler, Bertram, Birthright, Blanket, Blanco, Boling, Bon Weir, Brashear, Buda, Buffalo, Burton, Cactus, Caddo Mills, Como, Coupland, Cross Plains, Daingerfield, Dale, Douglasville, Deanville, Emory, Fairmont, Ferris, Floresville, Ft. Hancock, Georgetown, Gordonville, Granger, Groom, Hallsville, Iola, Jarrell, Johnson City, Kamay, Kurten, Kyle, La Feria, La Vernia, Leona, London, Lone Oak, Louise, Lytton Springs, Malone, Marietta, Maypearl, McDade, Millford, Negley, New Waverly, Normangee, Oakland, Orange Grove, Paige, Palemer, Pennington, Pickton, Pineland, Pine Mills, Raywood, Roane, Roma, Rosharon, Round Mountain, Rio Grande City, Santa Rosa, Saratoga, Shepherd, Simms, Slocum, Snook-Tunis, Stonewall, Sutherland Springs, Three Rivers, Thorndale-Thrall, Tom Bean, Tow, Trenton, Van, Willow City, Wilmer, and Wimberly. The performance level in those exchanges varied from 20% to 85%, which is below the average level reported for all exchanges.

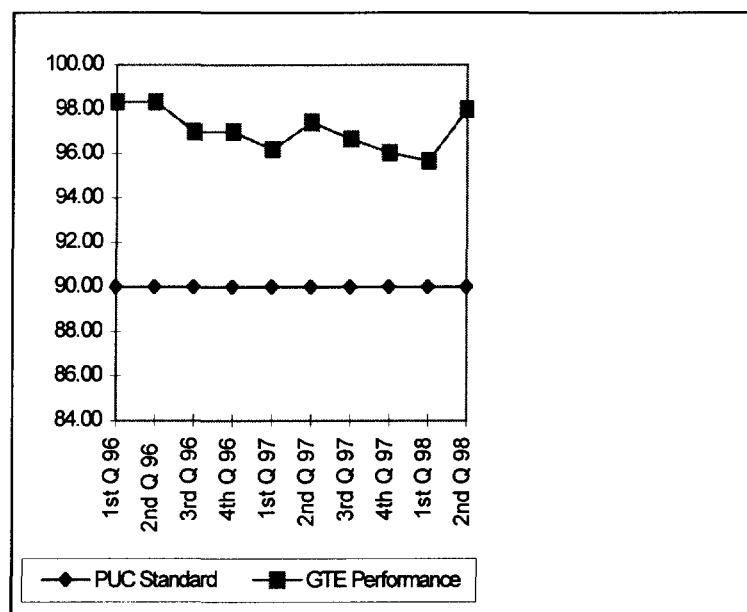
C. Percentage of Installation Commitments Met

Company-Wide Average

P.U.C. Substantive Rule 23.61(e)(2)(G) states that 90% of the local exchange carrier's commitments to customers as to the date of installation of service orders shall be met, with exception for customer caused delays. GTE-SW has exceeded the minimum requirements set by the rule for the periods starting from the 1st quarter of 1996 to the 2nd quarter of 1998 (Figure 1.3). However, the figure shows a negative trend with the Company's performance falling compared to the 1st quarter 1996 level.

Figure 1.3
Percentage of Installation Commitments Met

PUC Standard 90%	
	GTE Performance
1st Q 96	98.33
2nd Q 96	98.33
3rd Q 96	97.00
4th Q 96	97.00
1st Q 97	96.20
2nd Q 97	97.43
3rd Q 97	96.67
4th Q 97	96.03
1st Q 98	95.67
2nd Q 98	98.00



Surveillance Report

Although GTE-SW's company-wide performance appears to be in compliance with PUCT standards for most quarters, analysis of surveillance reports indicates substandard performance in certain exchanges. GTE-SW's performance was below standard for three or more consecutive months in the following 15 exchanges: Annona, Ben Wheeler, Caddo Mills, Canton, Douglassville, Emhouse, Forsan, Hawkins Jackson, Naples, PineMills, Point, Tawakoni, Van, and Wilmer. The performance level in those exchanges varied from 30% to 88%, which is below the average level reported for all exchanges.

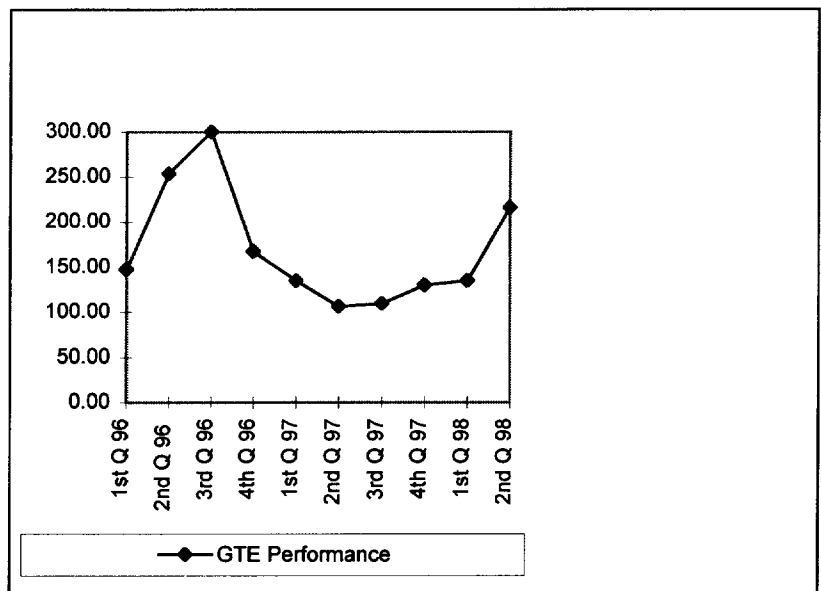
D. Number Of Primary Orders Held Over Thirty Days

Company-Wide Average

Although there is no PUCT service quality standard established for this performance indicator, LECs report the number of primary service orders held over thirty days on a quarterly performance report in response to staff request. This performance indicator for GTE-SW has fluctuated since the 1st quarter in 1996 (Figure 1.4). Overall, performance in this category, deteriorated relative to the 1st quarter of 1996.

Figure 1.4
Number Of Primary Orders Held Over Thirty Days

PUC Standard n/a	
	GTE Performance
1st Q 96	147.33
2nd Q 96	253.33
3rd Q 96	300.00
4th Q 96	167.34
1st Q 97	134.67
2nd Q 97	106.33
3rd Q 97	109.33
4th Q 97	129.67
1st Q 98	134.67
2nd Q 98	215.67



Surveillance Report

GTE-SW is not required to file a surveillance report because there is no PUCT standard for this performance index.

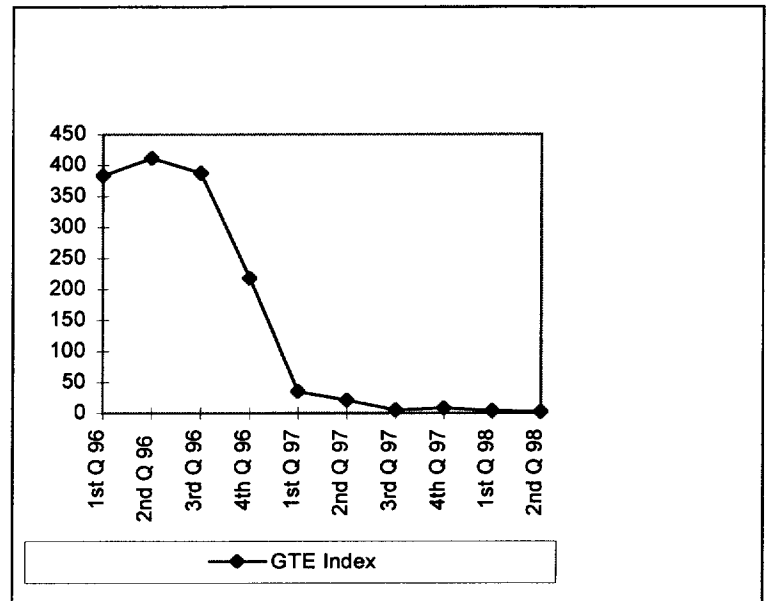
E. Number Of Regrade Orders Held Over Thirty Days

Company-Wide Average

P.U.C. Substantive Rule 23.61(e)(2)(I) states that the number of regrade orders held over thirty days shall not exceed 1% of the total number of customer access lines served during any month. For example, in the second quarter of 1998 1% of the 1.9 million access lines served by GTE-SW is approximately 19,000 lines. The reports filed with the PUCT indicate that the Company has met this requirement (Figure 1.5).

Figure 1.5
Number Of Regrade Orders Held Over Thirty Days

	GTE Index
1st Q 96	383
2nd Q 96	411
3rd Q 96	387
4th Q 96	218
1st Q 97	35
2nd Q 97	21
3rd Q 97	5
4th Q 97	8
1st Q 98	4
2nd Q 98	2



Surveillance Report

GTE-SW has not filed any surveillance reports for this performance index.

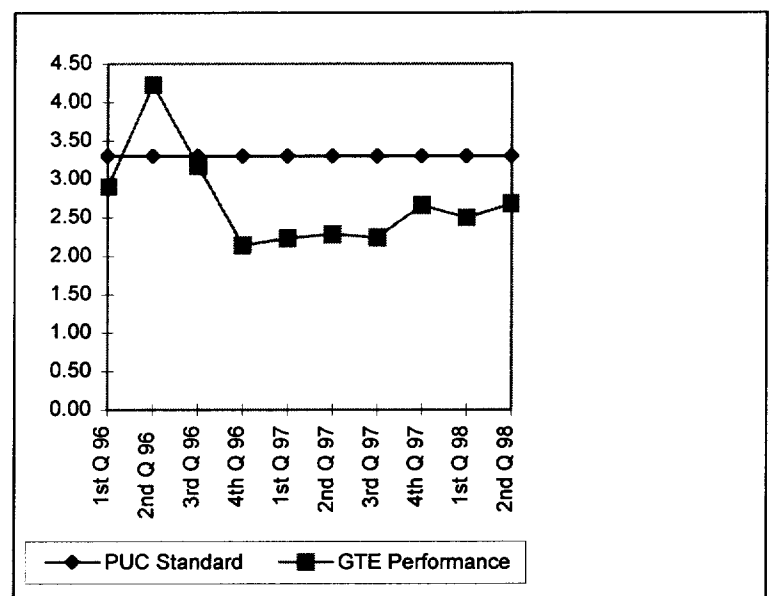
F. Operator Assistance Answer Time

Company-Wide Average

P.U.C. Substantive Rule 23.61(e)(3)(A)(i) states that a dominant carrier shall maintain adequate personnel to provide an average operator answering performance for each exchange on a monthly basis, so that 85% of toll and operator assistance calls are answered within ten seconds or average answer time shall not exceed 3.3 seconds. Although GTE-SW has met the minimum requirements in this category except for the 2nd quarter in 1996 (Figure 1.6), its performance has deteriorated compared to the fourth quarter in 1996.

Figure 1.6
Operator Assistance Answer Time

PUC Standard 3.30 seconds	
	GTE Performance
1st Q 96	2.90
2nd Q 96	4.23
3rd Q 96	3.17
4th Q 96	2.14
1st Q 97	2.23
2nd Q 97	2.28
3rd Q 97	2.24
4th Q 97	2.66
1st Q 98	2.50
2nd Q 98	2.68



Surveillance Report

GTE-SW's performance was below standard for 163 days in 1996. GTE-SW collects this information on the basis of consolidated answering centers rather than on an exchange basis. Therefore, no information is available on an exchange basis for this performance index.

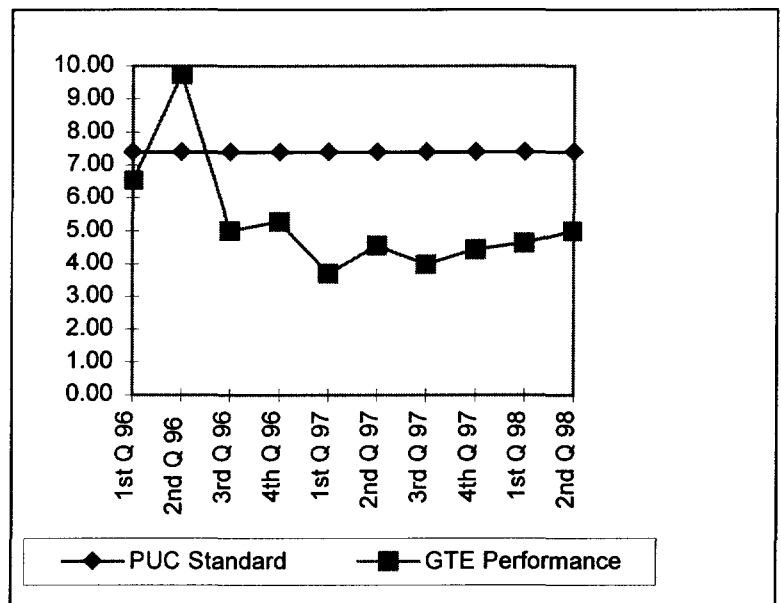
G. Directory Assistance Answer Time

Company-Wide Average

P.U.C. Substantive Rule 23.61(e)(3)(A)(iii) states that a dominant carrier shall maintain adequate personnel to provide an average operator answering performance for each exchange on a monthly basis, so that 85% of directory assistance calls shall be answered within 10 seconds or the average answer time shall not exceed 5.9 seconds. GTE-SW has met the minimum requirements in this category except for the 2nd quarter in 1996 (Figure 1.7). The performance has deteriorated compared to the first quarter in 1997.

Figure 1.7
Directory Assistance Answer Time

PUC Standard 7.40 seconds	
	GTE Performance
1st Q 96	6.53
2nd Q 96	9.73
3rd Q 96	5.00
4th Q 96	5.27
1st Q 97	3.70
2nd Q 97	4.55
3rd Q 97	3.99
4th Q 97	4.43
1st Q 98	4.63
2nd Q 98	4.98



Surveillance Report

GTE-SW's performance was below standard for 61 days in 1996. GTE-SW collects this information on the basis of consolidated answering centers rather than on an exchange basis. Therefore, no information is available on an exchange basis for this performance index.

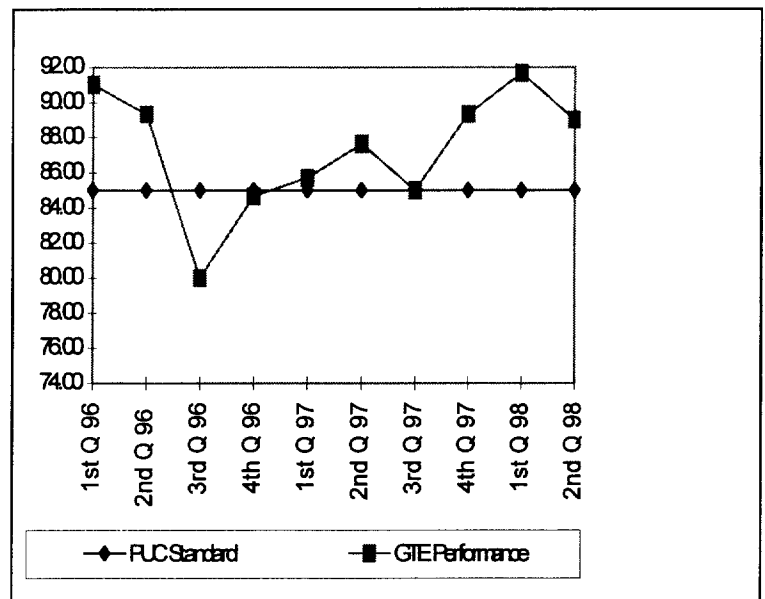
H. Percentage Of Business Office Answer Time Within Twenty Seconds

Company-Wide Average

P.U.C. Substantive Rule 23.61(e)(3)(A)(ii) states that a dominant carrier shall maintain adequate personnel to provide an average operator answering performance for each exchange on a monthly basis so that 90% of calls to the business office are answered within twenty seconds. The business office answer time fluctuates from quarter to quarter every year (Figure 1.8). The performance level in this category is below the PUCT standard for two quarters in 1996.

Figure 1.8
Percentage Of Business Office Answer Time Within Twenty Seconds

PUC Standard 85% within 20 seconds	
	GTE Performance
1st Q 96	91.00
2nd Q 96	89.33
3rd Q 96	80.00
4th Q 96	84.67
1st Q 97	85.70
2nd Q 97	87.63
3rd Q 97	85.00
4th Q 97	89.33
1st Q 98	91.67
2nd Q 98	89.00



Surveillance Report

GTE-SW's performance was below standard for 113 days during 1996 to 1997. GTE-SW collects this information on the basis of consolidated answering centers rather than on an exchange basis. Therefore, no information is available on an exchange basis for this performance index.

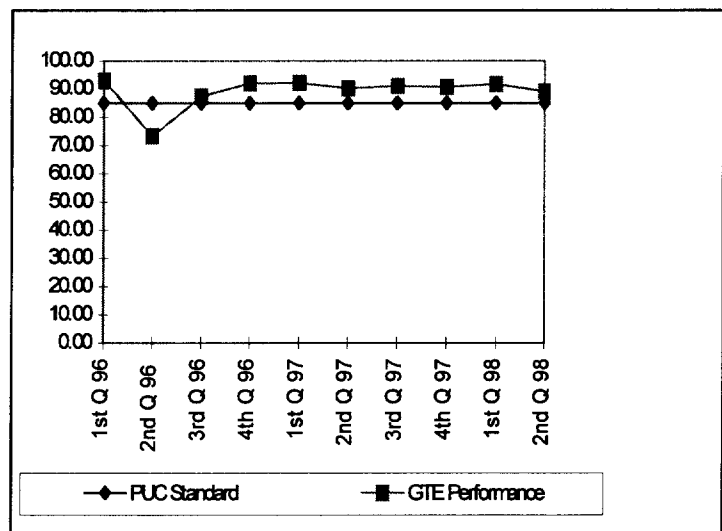
I. Percentage Of Repair Service Answer Time Within Twenty Seconds

Company-Wide Average

P.U.C. Substantive Rule 23.61(e)(3)(A)(ii) states that a dominant carrier shall maintain adequate personnel to provide an average operator answering performance for each exchange on a monthly basis so that ninety percent of repair service calls are answered within twenty seconds. GTE-SW's average performance index for repair service answer time has exceeded the minimum requirements set by the rule for all periods starting from the 3rd quarter in 1996 to the 2nd quarter in 1998 (Figure 1.9). However, the relative performance during the 2nd quarter of 1996 did not meet the minimum level.

Figure 1.9
Percentage Of Repair Service Answer Time Within Twenty Seconds

PUC Standard 85% within 20 seconds	
	GTE Performance
1st Q 96	93.00
2nd Q 96	73.33
3rd Q 96	87.33
4th Q 96	92.00
1st Q 97	92.10
2nd Q 97	90.27
3rd Q 97	91.00
4th Q 97	90.67
1st Q 98	91.67
2nd Q 98	89.00



Surveillance Report

GTE-SW's performance was below standard for 77 days in 1996 and 12 days in 1997. GTE-SW collects this information on the basis of consolidated answering centers rather than on an exchange basis. Therefore, no information is available on an exchange basis for this performance index.

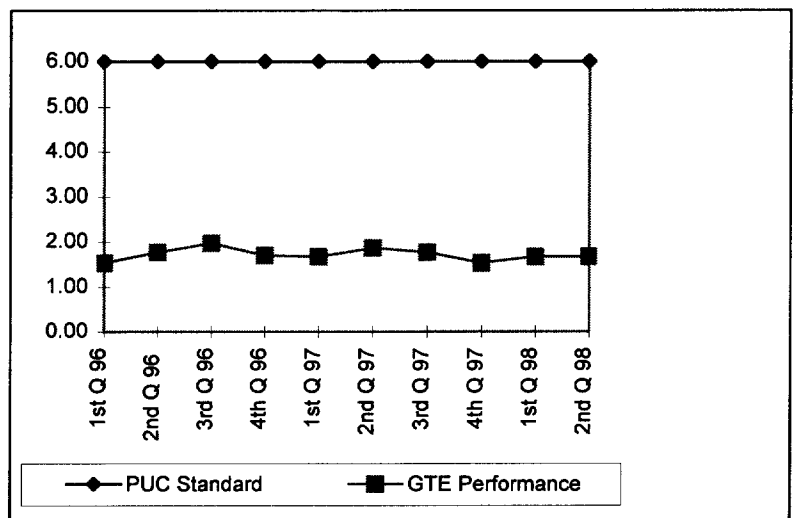
J. Number Of Trouble Reports Per 100 Access Lines

Company-Wide Average

P.U.C. Substantive Rule 23.61(e)(7)(A) states that a dominant carrier shall maintain its network service in such a manner that the average monthly rate of customer trouble reports, excluding customer premise equipment (CPE), per 100 customer access lines shall not exceed six (6). GTE-SW has exceeded the minimum requirements set by the rule for all periods (Figure 1.10). However, the averaging of performance indicator in this category may indeed be masking poor performance in smaller exchanges located in low density rural areas.

Figure 1.10
Number Of Trouble Reports Per 100 Access Lines

PUC Standard 6.00	
Per 100 Customers	
	GTE Performance
1st Q 96	1.53
2nd Q 96	1.77
3rd Q 96	1.97
4th Q 96	1.70
1st Q 97	1.67
2nd Q 97	1.87
3rd Q 97	1.77
4th Q 97	1.53
1st Q 98	1.67
2nd Q 98	1.67



Surveillance Report

There is no surveillance report filed by GTE-SW for this performance index.

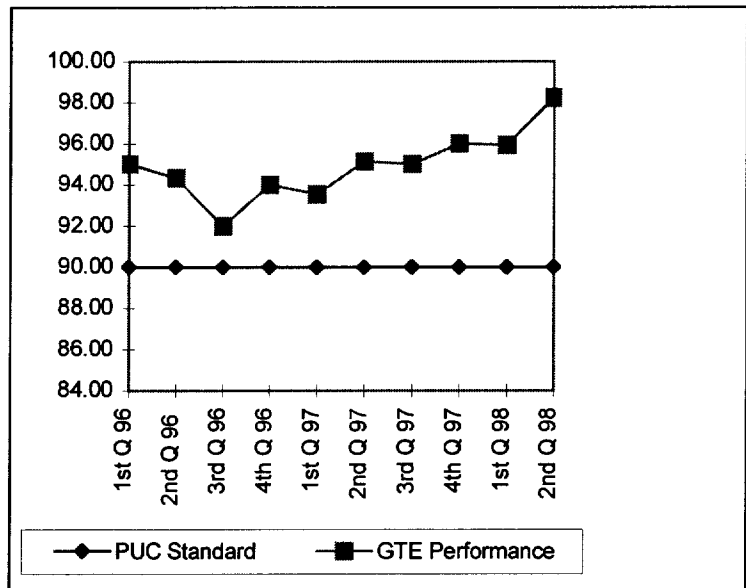
K. Percentage Of Out Of Service Complaints Cleared Within Eight Working Hours

Company-Wide Average

P.U.C. Substantive Rule 23.61(e)(7)(C) states that a dominant carrier shall maintain its network service in such a manner that 90% of out of service trouble reports be cleared within eight working hours, except where access to the customers' premises is required but not available, or where interruptions are caused by unavoidable casualties and acts of God affecting large groups of customers. GTE-SW's performance in this category has exceeded the minimum requirements for all quarters (Figure 1.11). However, the figure shows the performance index for out of service complaints cleared within eight working hours has fluctuated from the 1st quarter of 1996 to the 2nd quarter of 1998.

Figure 1.11
Percentage Of Out Of Service Complaints Cleared Within Eight Working Hours

PUC Standard 90%	
Cleared in 8 Working Days	
	GTE Performance
1st Q 96	95.00
2nd Q 96	94.33
3rd Q 96	92.00
4th Q 96	94.00
1st Q 97	93.53
2nd Q 97	95.13
3rd Q 97	95.00
4th Q 97	96.01
1st Q 98	95.93
2nd Q 98	98.23



Surveillance Report

Although GTE-SW's company-wide performance appears to be in compliance with PUCT standards for most quarters, analysis of surveillance reports indicates substandard performance in certain exchanges. GTE-SW's performance was below standard for three or more consecutive months in 38 exchanges. Those exchanges are: Alba, Annona, Avalon, Avinger, Bacliff, Baytown, Beach City, Channing, Crosby, Darrouzett, Dickinson, Dodson, Douglassville, Forsan, Georgetown, Granger, Groom, Hedley, Highlands, Hitchcock, Huffman, Ingleside, Jarrell, Lakeview, Linden, May, Mont Belvieu, Moran, Negley, Port O'Conner, Putnam, Ralls, Saratoga, Spade, Stonewall, Walnut Springs, Weaver, and

Wildorado. The performance level in those exchanges varied from 0% to 85%, which is below the average level reported for all exchanges.

L. Customer Complaints Received by the PUCT

The total number of customer complaints against GTE-SW received by the PUCT have increased since 1990 (Table 1.2). The complaints are categorized into four major areas. They include; 1) Service Provision, 2) Quality of Service, 3) Customer Service, and 4) Special Service Issues.

Table 1.2
Customer Complaints Against GTE-SW*

	1996	1997	1998
Service Provision	108	78	141
Quality of Service	72	56	95
Customer Service	250	88	97
Special Service Issues	45	44	48
Total	475	266	381

*Only contains data on quality of service complaints.

Service Provision

The Service Provision category includes complaints regarding; 1) Primary Installations, 2) Transfer, 3) Different Grade of Service, 4) Non-Optional Service, 5) Switchover, 6) Additional Lines Equipment, 7) Change in service, 8) Commitment Date not Kept, 9) Installation Contracts, and 10) Temporary Service. The number of complaints received during 1998 is significantly higher (81%) than the 1997 level. Although the 1997 level is lower than the 1996 level.

Quality of Service

The Quality of Service category includes complaints regarding; 1) cross talk, humming, buzzing, cannot hear etc., 2) service outages, 3) inadequate repair, 4) no notice given for planned outage, and 5) lack of timely problem investigation. The number of complaints in this category have increased by many orders of magnitude. The number of complaints received during 1998 is 69.7% higher than the 1997 level, although the 1997 level is lower than 1996 level.

Customer Service

The Customer Service category includes complaints about; 1) poor complaint/inquiry handling, 2) discourteous representatives, 3) failure to provide relative information, 4) telephone hold, 5) representatives lack of knowledge, 6) no record of payment agreement, and 7) failure to return calls. The number of complaints in this category was highest during 1996. Although the number of complaints dropped during 1997, it appears that during the first three quarters of 1998 the number of complaints have gone up.

Special Service Issues

The Special Services Issues category includes complaints concerning; 1) EAS removal/request, 2) Local/Optional measured service, 3) local/optional measured service protest, 4) pay stations, 5) party line abuse, 6) ADADs, 7) coin telephones, 8) directory listing, 9) carrier selection, 10) alternative operator services, 11) 900 service, 12) call options 13) dual party relay service, 14) live telemarketing, 15) senior citizen concerns, 16) slamming, and 17) caller ID. In this category GTE-SW has not shown improvement in reducing the number of complaints.

Attachment B

P.U.C. Substantive Rule 23.61

§23.61 Telephone Utilities.

- (a) **Definitions.** The following words and terms, when used in this section, shall have the following meanings, unless the context clearly indicates otherwise:
- (1) **Base rate area** — A specific area within an exchange area as set forth in the DCTUs' tariffs, maps or descriptions. Local exchange service within this area is furnished at uniform rates without extra mileage charges.
 - (2) **Baud** — Unit of signaling speed. Speed expressed in baud is the number of discrete conditions or signal elements per second.
 - (3) **Bit Error Ratio** — Bit Error Ratio (BER) is the ratio of the number of bits received in error to the total number of bits transmitted in a given time interval.
 - (4) **Bit Rate** — The rate at which data bits are transmitted over a communications path, normally expressed in bits per second. The bit rate is not to be confused with the data signaling rate (baud), which measures the rate of signaling elements being transmitted.
 - (5) **Busy hour** — The clock hour each day during which the greatest usage occurs.
 - (6) **Busy season** — That period of the year during which the greatest volume of traffic is handled in the office.
 - (7) **Complex service** — The provision of a circuit requiring special treatment, special equipment, or special engineering design. This includes private lines, WATS, PBX trunks, rotary lines, special assemblies, etc.
 - (8) **Customer trouble report** — Any oral or written report from a customer or user of telecommunications service received by any telecommunications utility relating to a physical defect, difficulty, or dissatisfaction with the service provided by the telecommunications utility's facilities. A separate report shall be counted for each telephone or PBX switchboard position reported in trouble when several items are reported by one customer at the same time, unless the group of troubles so reported is clearly related to a common cause.
 - (9) **dBrn** — A unit used to express noise power relative to one Pico watt (-90 dBm).
 - (10) **dBrnC** — Noise power in dBrn, measured with C-message weighting.
 - (11) **dBrnCO** — Noise power in dBrnC referred to or measured at a zero transmission level point.
 - (12) **Grade of service** — The number of customers a line is designated to serve.
 - (13) **Impulse Noise** — Any momentary occurrence of the noise on a channel significantly exceeding the normal noise peaks. It is evaluated by counting the number of occurrences that exceed a threshold. This noise degrades voice and data transmission.
 - (14) **Intercept service** — A service arrangement provided by the local exchange carrier whereby calls placed to a disconnected or discontinued telephone number are intercepted and the calling party is informed by an operator or by a recording that the called telephone number has been disconnected, or discontinued, or changed to another number, or that calls are being received by another telephone, etc.
 - (15) **Local message charge** — The charge that applies for a completed telephone call that is made when the calling customer access line and the customer access line to which the connection is established are both within the same local calling area, and a local message charge is applicable.
 - (16) **Long distance telecommunications service** — That part of the total communication service rendered by a telecommunications utility which is furnished between customers in different local calling areas in accordance with the rates and regulations specified in the utility's tariff.
 - (17) **Message rate service** — A form of local exchange service under which all originated local messages are measured and charged for in accordance with the utility's tariff.
 - (18) **Nondominant carrier** —
 - (A) An interexchange telecommunications carrier (including a reseller of interexchange telecommunications services).
 - (B) Any of the following that is not a dominant carrier:
 - (i) a specialized communications common carrier;
 - (ii) any other reseller of communications;

- (iii) any other communications carrier who conveys, transmits, or receives communications in whole or in part over a telephone system; or
 - (iv) a provider of operator services who is not a subscriber.
 - (19) **Out-of-service trouble report** — An initial customer trouble report in which there is complete interruption of incoming or outgoing local exchange service. On multiple line services a failure of one central office line or a failure in common equipment affecting all lines is considered out of service. If an extension line failure does not result in the complete inability to receive or initiate calls, the report is not considered to be out of service.
 - (20) **Pricing flexibility** — Discounts and other forms of pricing flexibility may not be preferential, prejudicial, or discriminatory. Pricing flexibility includes:
 - (A) customer specific contracts;
 - (B) volume, term, and discount pricing;
 - (C) zone density pricing;
 - (D) packaging of services; and
 - (E) other promotional pricing flexibility
 - (21) **Primary service** — The initial provision of voice grade access between the customer's premises and the switched telecommunications network. This includes the initial connection to a new customer or the move of an existing customer to a new premises, but does not include complex services.
 - (22) **Public telephone service** — An individual line customer service equipped with a coin collecting or coinless public telephone instrument installed for use of the general public in locations where the general public has access to these telephones.
 - (23) **Regrade** — An application for a different grade of service.
 - (24) **Repeated trouble report** — A customer trouble report regarding a specific line or circuit occurring within 30 days or one calendar month of a previously cleared trouble report on the same line or circuit.
 - (25) **Trunk** — A circuit facility connecting two switching systems.
 - (26) **Virtual private line** — Circuits or bandwidths, between fixed locations, that are available on demand and that can be dynamically allocated.
- (b) **Directories.**
- (1) Telephone directories shall normally be published annually, listing the names, addresses, and telephone numbers of all customers, except public telephones and telephone services unlisted at customers' requests.
 - (2) Upon issuance, a copy of each directory shall be distributed for all customer access lines served by that directory and, if requested, one extra copy per customer access line. A copy of each directory shall be furnished to the commission.
 - (3) The name of the local exchange carrier, an indication of the area included in the directory, and the month and the year of issue shall appear on the front cover. Information pertaining to emergency calls such as for the police and fire departments shall appear conspicuously in the front part of the directory pages.
 - (4) The directory shall contain instructions concerning placing local and long distance calls on the network of the company issuing the directory, calls to repair and directory assistance services, and locations and telephone numbers of local exchange carrier business offices as may be appropriate to the area served by the directory. It shall also contain a section setting out sample long distance rates within the long distance service area on the network of the company issuing the directory applicable at the time the directory is compiled for publication with a clear statement that the published rates are effective as of the date of compilation.
 - (5) Each local exchange carrier shall list each customer with directory assistance within 72 hours after service connection (except those numbers not listed at the customer's request) in order that the directory assistance operators can provide the requested telephone numbers based on customer names and addresses.

- (6) All nonassigned telephone numbers in central offices serving more than 300 customer access lines shall be intercepted unless otherwise approved by the commission.
 - (7) Disconnected residence telephone numbers shall not be reassigned for 30 days and disconnected business numbers shall not be reassigned, unless requested by the customer, for 30 days or the life of the directory, whichever is longer unless no other numbers are available to provide service to new customers.
 - (8) If a customer's number is incorrectly listed in the directory and if the incorrect number is a working number and if the customer to whom the incorrect number is assigned requests, the number shall be changed at no charge. If the incorrect number is not a working number and is a usable number, the customer's number shall be changed to the listed number at no charge if requested.
 - (9) When additions or changes in plant or changes to any other local exchange carrier operations necessitate changing telephone numbers to a group of customers, at least 30 days' written notice shall be given to all customers so affected even though the addition or changes may be coincident with a directory issue.
 - (10) At the customer's option the directory shall list either the customer's street address or post office box number. A charge can be imposed upon those customers who desire both listings.
- (c) **Emergency operation.**
- (1) Each DCTU's central office not equipped with permanently installed standby generators shall contain as a minimum four hours of battery reserve without voltage falling below the level required for proper operation of all equipment. It is also essential that all central offices have adequate provisions for emergency power. In offices without installed emergency power facilities, there shall be a mobile power unit available which can be delivered and connected on short notice.
 - (2) In exchanges exceeding 5,000 lines, a permanent auxiliary power unit shall be installed.
- (d) **Inspections and tests.**
- (1) Each DCTU shall adopt a program of periodic tests, inspections, and preventive maintenance aimed at achieving efficient operation of its system and rendition of safe, adequate, and continuous service.
 - (2) Each DCTU shall maintain or have access to test facilities enabling it to determine the operating and transmission capabilities of all equipment and facilities. The actual transmission performance of the network shall be monitored in order to determine if the service objectives in this chapter are met. This monitoring function shall include, but not be limited to, circuit order tests prior to placing trunks in service, routine periodic trunk maintenance tests, tests of actual switched trunk connections, periodic noise tests of a sample of customer loops in each exchange, and special transmission surveys of the network.
 - (3) Each central office serving more than 300 customer access lines shall be equipped with a 1,000±20 hertz, one milliwatt test signal generator and a 900 Ohm balanced termination device wired to telephone numbers so that they may be accessed for dial test purposes. Each DCTU shall advise the commission of the numbers assigned for these test terminations.
- (e) **Service objectives and Surveillance Levels.** This section establishes service objectives that should be provided by a DCTU, as applicable. The rules also include surveillance levels that indicate a need for the utility to investigate, take appropriate corrective action, and provide a report of such activities to the commission. The objective service levels are based on monthly averages, except for dial service and transmission requirements, which are based on specific samples. DCTUs shall make measurements to determine the level of service quality for each item included in these rules. Each DCTU shall provide the commission with the measurements and summaries thereof for any of the items included herein on request of the commission. Records of these measurements and summaries shall be retained by the DCTU as specified by the commission.
- (1) **One-Party Line Service and Voice Band Data.**
 - (A) Beginning January 1, 1997, one-party line service will be made available to all subscribers of local exchange service upon request.

- (B) All open wire transmission media shall be replaced with more reliable and better quality transmission media by the end of 1998, unless otherwise exempted by the commission. Upon completion or delay in the meeting of this requirement, a report to that effect shall be filed with the commission.
- (C) All switched voice circuits shall be adequately designed and maintained to allow transmission of at least 2,400 bits of data per second when connected through an industry standard modem (CCITT V.22bis or equivalent) or a facsimile machine, by the end of 1998. This upgrade will be made at no charge to the individual customer.
- (D) Within 180 days of the effective date of this section, a DCTU may request a waiver from the requirements of subparagraph (C) of this paragraph. Such a waiver request may be granted only if the commission determines that all of the following requirements have been met.
 - (i) The cost to the DCTU of implementing the provisions of subparagraph (C) of this paragraph exceeds the public benefit thereof.
 - (ii) The DCTU has submitted a reasonable implementation plan stating, on an exchange-by-exchange basis, the date (not later than December 31, 2003) by which it will comply with the requirement, for each exchange, that all switched voice circuits shall be adequately designed and maintained to allow transmission of at least 2,400 bits of data per second when connected through an industry standard modem (CCITT V.22bis or equivalent) or a facsimile machine. The DCTU may also seek to show why this clause requirement should not be imposed. The commission shall have discretion to waive or modify this clause requirement consistent with the terms of clause (i) of this subparagraph.
 - (iii) The DCTU has submitted proposed tariff sheets which provide that:
 - (I) upon request by a customer, the DCTU will upgrade the customer's switched voice circuits to allow transmission of at least 2,400 bits of data per second when connected through an industry standard modem (CCITT V.22bis or equivalent) or a facsimile machine;
 - (II) the upgrade will be made at no charge to the individual customer; and
 - (III) the upgrade request will be completed within the time period allowed for a service order for regular service installation pursuant to paragraph (2)(B) of this subsection.
 - (iv) The DCTU has agreed to provide an on-going customer education program, acceptable to the commission, which assures that the DCTU's customers are aware of the availability of the service quality upgrade.
- (2) **Installation of service.** Unless otherwise provided by the commission:
 - (A) Ninety-five percent of the DCTU's service orders for installing primary service shall be completed within five working days, excluding those orders where a later date was specifically requested by the customer. Surveillance Level: 85% in any exchange area for a period of three consecutive months.
 - (B) Ninety percent of the DCTU's service orders for regular service installations shall be completed within five working days, excluding those orders where a later date was specifically requested by the customer. This includes orders for primary and other services, installations, moves, or changes, but not complex services. Surveillance Level: 85% in any exchange area for a period of three consecutive months.
 - (C) Each DCTU shall establish and maintain installation time commitment guidelines for the various complex services contained in its tariff. Those guidelines should be available for public review and should be applied in a nondiscriminatory manner.
 - (D) The installation interval measurements outlined in subparagraphs (A)-(C) of this paragraph shall commence with either the date of application or the date on which the applicant qualifies for service, whichever is later.
 - (E) If the DCTU elects, it may collect data on the basis of seven calendar days. In that case, these requirements shall pertain to seven calendar days in lieu of five working days.

- (F) The DCTU shall provide to the customer a due date on which the requested installation or change shall be made. If a customer requests that the work be done on a regular working day later than that offered by the DCTU, then the customer's requested date shall be the commitment date. If a premises visit is required, the DCTU shall establish an appointment period with the customer for morning or afternoon, on the due date. Where an appointment cannot be kept by the DCTU, the DCTU shall attempt to notify the customer by a telephone call and schedule a new appointment. If unable to gain access to the customer's premises during the scheduled appointment period, the DCTU carrier representative shall leave a notice at the premises advising the customer how to reschedule the work.
 - (G) Ninety percent of the DCTU's commitments to customers as to the date of installation of service orders shall be met excepting customer-caused delays. Surveillance Level: 88% in any exchange area for a period of three consecutive months.
 - (H) The installation interval and commitment requirements of subparagraphs (A)-(G) of this paragraph do not include service orders either to disconnect service or to make only record changes on a customer's account.
 - (I) A held regrade order is one not filled within 30 days after the customer has made application for a different grade of service except where the customer requests a later date. In the event of the DCTU's inability to so fill such an order, the customer will be advised and furnished the date when it will be available. The number of held regrade orders shall not exceed 1.0% of the total number of customer access lines served.
- (3) **Operator handled calls.**
- (A) DCTUs shall maintain adequate personnel to provide an average operator answering performance as follows for each exchange on a monthly basis:
 - (i) Eighty-five percent of toll and assistance operator calls answered within ten seconds, or average answer time shall not exceed 3.3 seconds. Surveillance Level: 80% (or equivalent) at any answering location for a period of four days within any given month.
 - (ii) Ninety percent of repair service calls, calls to the business office, and other calls shall be answered within 20 seconds (equivalent measurements may be used). Surveillance Level: 85% (or equivalent) at any answering location for a period of five days within any given month.
 - (iii) Eighty-five percent of directory assistance calls shall be answered within ten seconds or the average answer time shall not exceed 5.9 seconds. Surveillance Level: 80% (or equivalent) at any answering location for a period of four days within any given month.
 - (B) An "answer" shall mean that the operator, interactive voice system, or representative, is ready to render assistance and/or ready to accept information necessary to process the call. An acknowledgment that the customer is waiting on the line shall not constitute an "answer."
 - (C) DCTUs may measure answer time on a toll center or operating unit basis in lieu of measuring answer time in each exchange unless specifically requested by the commission.
- (4) **Local dial service.** Sufficient central office capacity and equipment shall be provided to meet the following requirements during the busy season:
- (A) dial tone within three seconds on 98% of calls. For record-keeping and reporting purposes, 96% in three seconds during average busy season, busy hour, shall be acceptable as complying with this requirement;
 - (B) completion of 98% of intraoffice calls (those calls originating and terminating within the same central office building) without encountering an equipment busy condition (blockage) or equipment failure;
 - (C) the availability factor for stored program controlled digital and analog switching facilities shall be 99.99%, or the total unscheduled outage shall not exceed 53 minutes per year.
- (5) **Local interoffice dial service.**
- (A) Each DCTU shall provide and maintain interoffice trunks on its portion of the local exchange service network so that 97% of the interoffice local calls excluding calls between central offices in the same building are completed without encountering equipment busy conditions or

equipment failures. For DCTUs' testing, record-keeping, and reporting purposes, DCTUs are not required to separate local dial service results from local interoffice dial service results unless specifically requested by the commission.

- (B) The availability factor for stored program controlled digital and analog switching and interoffice transmission facilities for end to end transmission shall be 99.93%, or the total unscheduled outage shall not exceed 365 minutes per year.
- (6) **Direct distance dial service.** Engineering and maintenance of the trunk and related switching components in the toll network shall be such as to permit 97% completion on properly dialed calls, without encountering failure because of blockages or equipment irregularities.
- (7) **Customer trouble reports.**
 - (A) The DCTU shall maintain its network service in such a manner that the average monthly rate of customer trouble reports, excluding customer premises equipment (CPE) reports, per 100 customer access lines does not exceed six. Surveillance Level: eight per 100 access lines per month per exchange for a period of three consecutive months.
 - (B) The DCTU shall provide to the customer a commitment time by which the trouble will be cleared. If a premises visit is required, the DCTU shall establish an appointment period with the customer for the morning or afternoon. When an appointment cannot be kept by the DCTU, the DCTU shall attempt to notify the customer by a telephone call and schedule a new appointment. If unable to gain access to the customer's premises during the scheduled appointment period, the DCTU representative shall leave a notice at the premises advising the customer how to reschedule the work.
 - (C) At least 90% of out-of-service trouble reports on service provided by a DCTU shall be cleared within eight working hours, except where access to the customer's premises is required but not available or where interruptions are caused by unavoidable casualties and acts of God affecting large groups of customers. Surveillance Level: 85% in any exchange area for a period of three consecutive months.
 - (D) Each DCTU shall establish procedures to insure the prompt investigation and correction of trouble reports so that the percentage of repeated trouble reports on residence and single line business lines does not exceed 22% of the total customer trouble reports on those lines.
- (8) **Transmission requirements.**
 - (A) **Requirements.** All voice-grade trunk facilities shall conform to accepted transmission design factors and shall be maintained to meet the following objectives when measured from line terminals of the originating central office to the line terminals of the terminating central office.
 - (i) **Interoffice local exchange service calls.** Excluding calls between central offices in the same building, 95% of the measurements on the network of a DCTU should have from two to ten decibels loss at 1000+20 hertz and no more than 30 decibels above reference noise level ("C" message weighting).
 - (ii) **Direct distance dialing.** Ninety-five percent of the transmission measurements should have from three to 12 decibels loss at 1000+20 hertz and no more than 33 decibels above reference noise level ("C" message weighting).
 - (B) **Subscriber lines.** All newly constructed and rebuilt subscriber lines shall be designed for a transmission loss of no more than eight decibels from the serving central office to the customer premises network interface. All subscriber lines shall be maintained so that transmission loss does not exceed ten decibels. Subscriber lines shall in addition be constructed and maintained so that metallic noise does not exceed 30 decibels above reference noise level ("C" message weighting) on 90% of the lines. Metallic noise shall not exceed 35 decibels above reference noise level ("C" message weighting) on any subscriber line.
 - (C) **PBX, key, and multiline trunk circuits.** PBX, key, and multiline trunk circuits shall be designed and maintained so that transmission loss at the subscriber station does not exceed eight decibels. If the PBX or other terminating equipment is customer owned and if transmission loss exceeds eight decibels the DCTU's responsibility shall be limited to

providing a trunk circuit with no more than five decibels loss from the central office to the point of connection with customer facilities.

- (D) **Impulse Noise Limits.** The requirements for impulse noise limits shall be as follows:
- (i) For switching offices, the noise level count shall not exceed five pulses above the threshold in any continuous five minute period on 50% of test calls. The reference noise level threshold shall be less than: 54 dBrnC for Crossbar switch, 59 dBrnC for step-by-step switch, and 47 dBrnC for electronic or digital switch.
 - (ii) For trunks, the noise level count shall not exceed five pulses above the threshold in any continuous five minute period on 50% of trunks in a group. The reference noise level threshold shall be less than 54 dBrnCO for voice frequency trunks, and 62 dBrnCO for digital trunks.
 - (iii) For loop facilities, the noise level count shall not exceed 15 pulses above the threshold in any continuous 15 minute period on any loop. The reference noise level threshold shall be less than 59 dBrnC when measured at central office (CO), or referred to CO through 1004 Hz loss.
- (f) **Service observing.** Before any business telephone customer utilizes service observing equipment to monitor calls originated by or received at the business telephones, the customer must agree in writing to inform all employees that calls over the business telephones are subject to being monitored.
- (g) **Traffic usage studies.** In all DCTU central offices serving 2,000 or fewer access lines, traffic usage studies shall be performed at least once every three years unless otherwise authorized by the commission. In all DCTU central offices serving in excess of 2,000 customer access lines, traffic usage studies shall be performed at least annually unless otherwise authorized by the commission. Traffic usage studies shall include at least three days (within a consecutive five-day period or five days within a consecutive seven-day period) and shall include a usage record on at least an hourly basis. The usage record shall be in CCS or similar measurement (peg counts are not acceptable for this purpose). Record of the most recent study shall be maintained and made available on request for commission review.
- (h) **Depreciation rates.** DCTUs shall use depreciation rates approved by the commission to determine depreciation expense and provide for accumulated depreciation (also referred to as depreciation reserve). For purposes of this section, depreciation rates used prior to September 1, 1976, and those in effect on September 1, 1976, shall be deemed appropriate for use, unless subsequently modified by the commission.
- (1) **Depreciation rate changes for telecommunications utilities subject to regulation of interstate depreciation rates by the Federal Communications Commission.** Telecommunications utilities subject to interstate regulation by the Federal Communications Commission are also required to file for commission approval of intrastate depreciation rates. Filings should be made in the same format and on the same schedule as those required by the federal regulatory body, with the addition of proposed intrastate accrual changes calculated through use of jurisdictional separations procedures. The utility shall have the burden of proof to establish that requested intrastate depreciation rate changes are reasonable and in the public interest in proceedings before the commission.
 - (2) **Depreciation rate changes for other dominant carriers.** Any DCTU, except as covered in paragraph (1) of this subsection, requesting a change in depreciation rates must request commission approval and include in its request the information set out in subparagraphs (A)-(C) of this paragraph.
 - (A) For each property account or subaccount for which a depreciation rate change is proposed:
 - (i) the plant in service and the accumulated depreciation as of the requested effective date for the proposed depreciation rates;
 - (ii) the total of accruals, additions, retirements, gross salvage, and cost of removal for each of the preceding 4 years; and,
 - (iii) detailed justification for the proposed changes.

- (B) The requested effective date of the changes. A request for an effective date that is earlier than January 1st of the year in which the request is filed must be fully justified in order to receive consideration.
 - (C) The change in annual depreciation expense that would result from adoption of the proposed depreciation rates, expressed both as a dollar amount and as a percentage of current total depreciation expense.
- (3) **Methods for figuring depreciation rates.** On application by a utility, the commission shall fix depreciation rates that promote deployment of new technology and infrastructure. In setting depreciation rates, the commission shall consider depreciation practices of nonregulated telecommunications providers. Depreciation rates must be based on reasonable methods of depreciation; however, the commission reserves the right to specifically consider any and all appropriate methods of depreciation in each case.
 - (4) **Burden of proof.** A DCTU shall have the burden of proof to show that depreciation or amortization expense is reasonable, necessary and in the public interest. The DCTU shall also be required to show that depreciation rate changes were timely requested in accordance with prudent management practices. The burden of proof shall not be satisfied solely by demonstrating that the depreciation rates or amortization periods used were approved. If the DCTU fails to meet this burden the commission may deny as a cost of service that depreciation or amortization expense.
 - (5) **Interim booking.** Unless otherwise ordered by the commission, a DCTU may book depreciation and amortization expense on an interim basis based on proposed depreciation rates from the month of filing until interim or final action by the commission. Interim booking shall be adjusted upon final approval of depreciation rates and records must be maintained showing the interim booking and the adjustments, if any, that were made upon final approval of the rates.
 - (6) **Special amortization.** Where all or a substantial portion of a property account or subaccount is retired earlier than anticipated and the reserve for that account is less than the amount to be retired less salvage, or in other instances when an amortization is appropriate, special amortization may be requested.
 - (A) If the amortization period is two years or less, and the annual amount to be amortized is less than 2.0% of annual revenues, the DCTU shall advise the commission. The commission may review the appropriateness of such amortization during rate cases.
 - (B) If the amortization period is more than two years, or the amount to be amortized is more than 2.0% of annual revenues, commission approval is required.
 - (7) **New depreciation rates.** When a DCTU determines a need to establish a new depreciation rate for a new class of property, it may adopt a depreciation rate that has been approved by the commission for a similar DCTU for the same property class if similar depreciation parameters and methods are used to determine the rates. The DCTU must notify the commission that it has adopted such rates within 45 days of its adoption. The commission may review and modify such rates upon appropriate motion or in subsequent rate or depreciation proceedings.
 - (8) **Subtitle H companies.** A company electing under Subtitle H of this title may determine its own depreciation rates and amortizations, but shall notify the commission of any subsequent changes to the rates or amortizations. Such company shall notify the commission using the same format required by the Federal Communications Commission for depreciation and amortization filings.
- (i) **Registration of nondominant telecommunications carriers.** Each nondominant carrier not holding a certificate of operating authority or service provider certificate of operating authority and not currently registered with the commission shall file with the commission the information set forth in paragraphs (1)-(7) of this subsection within 30 days of commencing service in Texas. Each uncertificated nondominant carrier shall keep this information updated and current at all times. Each certificated nondominant carrier also shall keep updated and current the similar information included in its application for a certificate. By June 30 of each year each nondominant carrier that has not filed during the previous 12-months changes to the information filed pursuant to this subsection shall file with the commission a letter informing the commission that no changes have occurred. An uncertificated nondominant carrier failing to file either the

letter or the updates required by this subsection during the 12-month period ending June 30 may no longer be considered to be registered with the commission.

- (1) legal name and assumed names, if any;
- (2) address and telephone number of the principal office;
- (3) date service commenced in Texas;
- (4) name, address, and office location of each partner (if applicable) or each officer;
- (5) names and addresses of five largest shareholders (if applicable);
- (6) name, address, and telephone number of registered agent or designated person who can be contacted by the commission; and
- (7) name, address, and telephone number of attorney, if any.

- (j) **Information regarding rates and services of nondominant carriers.** All nondominant carriers, including those holding a certificate of operating authority or a service provider certificate of operating authority, shall file the information set forth in paragraphs (1)-(3) of this subsection. This information shall be updated and kept current at all times. By June 30 of each year, each nondominant carrier that has not filed during the previous 12 months changes to the information filed pursuant to this subsection shall file with the commission a letter informing the commission that no changes have occurred. An uncertificated nondominant carrier failing to file either this letter or the updates required by this subsection during the 12-month period ending June 30 may no longer be considered to be registered with the commission.

- (1) a description of the type(s) of communications service provided;
- (2) for each service listed in response to paragraph (1) of this subsection, the locations in the state (by city) in which service is originated and/or terminated. If service is provided statewide, either origination or termination, the carrier shall so state; and
- (3) a tariff, schedule or list showing all recurring and nonrecurring rates for each service provided.